



## We see you in employment

We support people with Autism, ADHD,  
Dyslexia, learning difficulties and  
learning disabilities to get paid jobs

*We see everyone's potential*  
steppingstonesni.com



### JOB DESCRIPTION

**Post:** Job Coach

#### 1. JOB DETAILS

**Responsible to:** Employment Service Development Coordinator/or  
Employment Service Coordinator

**Responsible for:** Self (no line management responsibility)

**Working hours:** 37 hours

**Salary:** £18,068

#### 2. JOB SUMMARY

The Job Coach will be part of the development and expansion of the Stepping Stones Employment Service. The Job Coach will be responsible for sourcing work placements for clients with learning disabilities and learning difficulties and supporting them to learn and develop whilst on placement. Working with employment and transitions staff the Job Coach will be responsible for sourcing placements that meet the individual needs of the young people and that will help them to progress into long term employment. The post holder will be expected to work as part of a team under the supervision of the Employment Service Development Coordinator.

<b>3. KEY TASKS</b>	
<b>3.1</b>	Responsible for sourcing work placements and providing support to people with learning disabilities and learning difficulties in their work placements and developing their employability towards employment working 100% on ESF funded programmes.
<b>3.2</b>	To develop and review the Vocational Profile of the client in preparation for work experience placement or employment.
<b>3.3</b>	Conduct interviews with the client and other appropriate persons to determine the interests and expectation of the client in relation to work.
<b>3.4</b>	To liaise with trainees, clients, parents/carers, Social Workers, Schools and other referral agents to identify clients appropriate to the employment service and ensure clients vocational needs are met in work placements.
<b>3.5</b>	Liaise with staff in all departments and identify learning needs of clients in preparation for work.
<b>3.6</b>	Develop and review each client's individual action plan, working with other departments and employers.
<b>3.7</b>	Assess the client's abilities through observation in vocational training and work placements.
<b>3.8</b>	Ensure that all necessary documentation is completed prior to the commencement of the work placement.
<b>3.9</b>	Ensure that the client understands the work placement.
<b>3.10</b>	Train and assist the client throughout work placements to conduct their duties.
<b>3.11</b>	Keep necessary and accurate records of activities and interactions with the client and employer.
<b>3.12</b>	To give ongoing support to the client and employer during the work placement or employment.
<b>3.13</b>	Regularly report on client progress and systemically maintain and organise records including: <ul style="list-style-type: none"> <li>• Individual Profile</li> <li>• Vocational Profile</li> <li>• Job Description</li> <li>• Work Placement Agreements</li> <li>• Employer, employee and job coach reviews and evaluation</li> <li>• Communication logs</li> <li>• Risk assessments</li> <li>• Health &amp; Safety Checklist of premises</li> <li>• Outcome Star</li> </ul>
<b>3.14</b>	Ensure additional work experience opportunities that are identified during work placements are investigated and suitable duties implemented.
<b>3.15</b>	Ensure health and safety of clients and report incidents to the employer and Employment Service Coordinator completing appropriate documentation in all cases.
<b>3.16</b>	Maintain high professional standards and confidentiality at all times and carryout responsibilities and duties in an efficient and pleasant manner.

<b>3.17</b>	Participate when required in general and person centred planning meetings and training and development programmes as determined by the Employment Services Coordinator.
<b>3.18</b>	Promote and maintain good relationships with employers.
<b>3.19</b>	Ensure records of performance of clients are maintained, including updating paperwork and client files.
<b>3.20</b>	Participate in formal client reviews as required.
<b>3.21</b>	Liaise with staff and employer in order to identify training to meet the client and employer needs and to meet the strategic objectives of the organisation.
<b>3.22</b>	In conjunction with Employment Service Coordinator collate, monitor, and evaluate all training programmes to meet funding requirements in project delivery and Social Return of Investment (SROI).
<b>3.23</b>	Ensure that appropriate work records are effectively maintained.
<b>3.24</b>	To support volunteers volunteering in the Employment Service.
<b>3.25</b>	Ensure a high standard of customer service.
<b>3.26</b>	Work as part of a team and have a flexible attitude work in a customer focused environment.
<b>3.27</b>	Ensure regular updates are provided for website and social media.
<b>3.28</b>	To liaise with a wide range of stakeholders: clients, parents, social workers, employers, and volunteers etc. to ensure effective communication.
<b>3.29</b>	Work towards the implementation of the organisations strategy and contribute to monthly reports using balanced scorecard.
<b>3.30</b>	To provide written monthly progress reports as required by the Employment Service Coordinator.
<b>3.31</b>	To support the Employment Service Coordinator in the implementation of an Employment Service Marketing Plan and actively promote services using a range of Social Media.
<b>3.32</b>	To complete incident report forms and communicate effectively to your line manager.
<b>4.0</b>	<b>Health &amp; Safety</b>
<b>4.1</b>	Ensure that all duties are carried out to comply with: <ul style="list-style-type: none"> <li>a. The Health and Safety at Work (N.I.) Order 1978;</li> <li>b. Acts of Parliament, Statutory Instruments and Regulations and other legal requirements;</li> <li>c. Agreed Codes of Practice; including the COSHH Regulations and Safe Working Practices manuals;</li> <li>d. Any other statutory regulations which may apply.</li> </ul>
<b>4.2</b>	Ensure that all equipment issued is maintained in an appropriate and safe manner, with any defects being reported immediately.
<b>4.3</b>	Co-operate with staff and Management to maintain our Health and Safety policy i.e. monitoring accident books, liaising with insurance companies and relevant paperwork.
<b>4.4</b>	Undertake Health and Safety and Environmental training as identified by Stepping Stones.
<b>5.0</b>	<b>General</b>
<b>5.1</b>	All staff must ensure that customer focus is maintained at all times in order to achieve customer satisfaction.
<b>5.2</b>	All staff are to contribute to the continual improvement of the Quality management system through adhering to the documented procedures and processes, and identifying improvements where possible.

<b>5.3</b>	Carry out general housekeeping duties within the work area.
<b>5.4</b>	Participate in courses/conferences or training as delegated by the Employment Service Coordinator.
<b>5.5</b>	To attend any meetings as and when required.
<b>5.6</b>	Ensure compliance in all activities in accordance with the Company's Equal Opportunities Policy.
<b>5.7</b>	Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation and the Company's Policies and Procedures.
<b>5.8</b>	To communicate effectively with parents, carers social workers, customers and all stakeholders of Stepping Stones in a professional manner.
<b>5.9</b>	Undertake any other duties that are within the competence of the post holder and conducive to the effective delivery of the role.